HCL Compass
Version 2.0.2

Product Release Notes

Contents

Release notes for HCL Compass

These release notes contain the information that you need to get started with HCL Compass v2.0.2. See also the Compass v2.0.2 system requirements document and the migration guide from IBM ClearQuest to Compass v2.0.2.

Products

- HCL Compass
- HCL Compass MultiSite

Documentation

- o The Compass 2.0.2 Help is published on https://help.hcltechsw.com/compass/2.0.2/com.hcl.compass.doc/webhelp/index.html or you can access the HCL Compass Help installed with the product.

Prerequisites

- You have the software and followed the instructions in the software order acknowledgment letter for accessing the License & Delivery portal and activating your entitlements. The letter describes how to create a license server and how to add entitlements to it.
- Please contact HCL Support for instructions on how to install an HCL Common Local License server.
- IBM Installation Manager version 1.8.6 or later is installed. You can download the software from https://www-01.ibm.com/support/docview.wss?uid=swg27025142

- Compass Web 2.0.2 installation requires WAS 8.5.5 fixpack 11 – 17 or WAS 9.0.0 fix pack 8 - 11. For example, you can use WAS 8.5.5.12 fixpack or WAS 9.0.0.8 – 9.0.0.11 fix pack.
- Compass Web 2.0.2 installation requires a 64-bit Java runtime.
- You need to install AdoptOpenJDK\jre-8.0.212.03-openj9.
- For details about how to install the Compass Web server, see the Help topic "Installing HCL Compass Web Server" and the topic "Prerequisites and changes for using HCL Compass v2.0 and later".
- If you need to install Compass Multisite Shipping server, starting with Compass 2.0.2, the Compass Multisite shipping server is installed separately using a separate Installation Manager offering because it is no longer part of the HCL Compass install. If you want to install the Multisite shipping server, you need to use a separate Installation Manager offering. A valid installation of Compass must exist or should be installed alongside this new offering. If VersionVault or ClearCase is already present on the machine, the Multisite extension cannot be installed.

Installing the Compass Multisite Extension v2.0.2 offering is equivalent to installing the previous Multisite Shipping Server feature on Compass or ClearQuest.

Note: For HCL Compass MultiSite v2.0.2, from the Installation Manager, install the HCL Compass Multisite Shipping Server Extension -Windows 64bit Version 2.0.1.01.

Important: ClearQuest and Compass cannot be installed on the same system. Additionally, ClearQuest and Compass, cannot share a load balancer across brands. However, if you are migrating from an existing install of ClearQuest, you do not have to uninstall IBM Rational ClearCase Remote Client or IBM Rational ClearTeam Explorer Extension.

HCL Compass 2.0.2 is compatible with VersionVault 2.0.1, and both products can be installed on the same system.

Important: If you are upgrading to HCL Compass from IBM ClearQuest, you must uninstall ClearQuest before installing Compass. If you uninstall Compass, the CCM.preserve directory is created. This directory contains any custom settings from the Compass product that you uninstalled.

When you reinstall the Compass product on the same machine, the installation process discovers the CCM.preserve directory and presents options to let you use the preserved settings from the previous installation for the new installation or to ignore them.

When you install the 64-bit Compass v 2.0.2 on a machine that previously had 32-bit ClearQuest, you should clean your Eclipse workspace. This means deleting the .Rational/clearquest folder out of your user directory.

Getting started

1. Download and review the System Requirements document.
2. Download your HCL product and extract the image on your computer.
3. After creating a repository pointing to the above extracted files, run IBM Installation Manager to install one or more HCL products. See the online help about using IBM Installation Manager to install the product.
   If you plan to use a local license server, call HCL technical support for instructions.
4. Start the HCL product.

Note: HCL Compass v2.0.2 64-bit supports extending the product with HCL Compass REST API new functionality. For more information about how to use the HCL Compass v2.0 REST API, see the local Help "Extending product function" section.

New Features

Email record and Email selected rows

Provides the capability to send an email for individual records or a result set of rows in the Web client. For details about how to enable and use the new feature, see the topic Email record and Email selected rows.

Fixed Issues

The following issues are resolved in EmailPlus package 2.4:

1. Compass 2.0 will send corrupted email. See technote #2 in Appendix.
2. Using Rational ClearQuest SMTP Relay mode in EmailPlus package with EmailRelay results in the SMTP Reply to Address in the EmailPlusSiteConfig being ignored

3. Rational ClearQuest EmailPlus Package will send corrupted email if the subject line of the generated email contains a newline such as CRLF
4. Limiting the size of an email generated by EmailPlus template rule
5. EmailPlus Rules send Email to inactive Users

Known Issues

Details and workaround for those known issues are provided in the Appendix section of this release note.

- HCL Compass v2.0.2 does not support the E-Mail reader.
- EmailPlus will send corrupted emails.
- Compass Eclipse Designer crashes when applying packages using MS databases.
- Compass Eclipse Designer database properties does not appear.
- Compass thick clients crashes after a database timeout when using MS access databases.

Support

For technical support, contact HCL Customer Support at https://www.hcltech.com/products-and-platforms/support and in addition to providing details for your issue, also provide the following information:

- Your name, company name, telephone number, and email address
- Your operating system, version number, and any applied service packs or patches
- Product name and release number
- Your Support Ticket Number (if you are following up on a previously reported problem)

For Compass blogs, forums, and more, see the HCL Software site at https://www.hcltechsw.com/wps/portal/products/compass.

To report a problem about the online help or provide feedback, email HCLCompassfeedback@hcl.com.

Appendix

1. HCL Compass v2.0.2 does not support the E-Mail reader

Troubleshooting:

If you are using E-Mail reader with ClearQuest and now want to use it with Compass 2.0.2, E-Mail reader will not work.

Symptom:

After migrating over to Compass v2.0.2, setting up and running E-Mail reader will result with no email being processed. There is no error message or any other notification that it is not working.

Cause:

E-Mail reader is a 32-bit application which cannot be run in a 64-bit Compass 2.0.2 environment.

Resolving the Problem:

There is no resolution to this issue at this time.

2. EmailPlus will send corrupted emails

Note: If you are using the EmailPlus package 2.2 or earlier, it is recommended to upgrade to EmailPlus 2.4 instead of applying the troubleshooting specified in this technote.

Troubleshooting

If you configure the HCL Compass EmailPlus package 2.2, or already use the HCL Compass EmailPlus package 2.2 to send HTML emails, the email body might appear to be corrupted and in plain-text.

Symptom

Steps to reproduce:

1) Configure the EmailPlus package 2.2 to send emails in HTML formatting.

2) Create or modify an existing record to cause an email to be sent.

3) Examine the email sent in your email reader client and you will see that the body of the email is in plain-text and will appear as if it is corrupted.

An example of a corrupted email body:

> =?UTF-8?B?UmVwbHktVG86IGhjbHByb2RfY3FAaGNsLmNvbQ==?=
>
> Content-Type: multipart/related; boundary="=_NextPart_000_1594902329_000"
>
> This is a message with multiple parts in MIME format.
>
> --=_NextPart_000_1594902329_000
> Content-Type: multipart/alternative; boundary="=_NextPart_001_1594902329_001"
>
> --=_NextPart_001_1594902329_001
> Content-Transfer-Encoding: quoted-printable
> Content-Type: text/plain; charset="UTF-8"
>
> <span style=3D"font-family: monospace;"> [Defect This is a test
>
Actioner:&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;admin
>
Action:&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;Submit
>
State:&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;Submitted
>
Priority:&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;
>

Cause

This has been identified as a defect in the EmailPlus package2.2 exposed by Perl 5.26 behavior change of the function encode().

Resolving the Problem

Attention: Test the fix outlined below in a test environment first. Back up your production databases before applying the fix in production.

Procedure:

1) Use the *packageutil* command to enable package editing in your schema repository.

> **Usage:**

> packageutil enablepackageediting [-help] [-dbset dbset_name] compass_login compass_password [-enable | -disable] user

> **Where:**

> dbset_name -- is the schema repository where the ClearQuest EmailPlus package is applied.
> compass_login -- is the login name for an administrator account.
> compass_password -- is the password for the administrator account.
> -enable -- to enable package editing.
> -disable -- to disable package editing.
> user -- is the user who is granted the ability to edit the package.

> **Command example:**

> packageutil enablepackageediting -dbset 2.0 admin "" -enable admin

2) Check out the schema using HCL Compass designer.

3) Open the Global Hook code called "EMP_Templates" and in this code find the line show below in the function EMP_SendMailNotifications and change it like so:

> $replyDirective="Reply-To: ".$replyToForSite;   # <= Change this line
> $replyDirective="Reply-To: ".encode('MIME-Header', $replyToForSite);   # <= To this

While still in the Global Hook code "EMP_Templates", find the line shown below in the function EMP_SendMail_SMTPDirect and change it like so:

> $smtp->datasend($encHeader."\n");   # <= Change this line
> $smtp->datasend($header."\n");   # <= To this

4) If you are using the advanced feature of EmailPlus package to include attachments with your generated email, you will also need to make the following changes. While still in the Global Hook code "EMP_Templates", make the following changes in the function EMP_SendMail_SMTPDirect:

Change those three lines:

> my $attachHeader1 = encode('MIME-Header', 'Content-Type: '.$inlineFileType.';
> name="'.$attachment.'"');
> my $attachHeader2 = encode('MIME-Header', 'Content-Disposition: inline;

```
        filename="'.$attachment.'"');;
my $attachHeader3 = encode('MIME-Header', 'Content-Location: "'.$attachment.'"');
```

To the following four lines:

```
my $attachment_encoded = encode('MIME-Header', $attachment);
my $attachHeader1 = 'Content-Type: '.$inlineFileType.'; name="'.$attachment_encoded.'"';
my $attachHeader2 = 'Content-Disposition: inline; filename="'.$attachment_encoded.'"';
my $attachHeader3 = 'Content-Location: "'.$attachment_encoded.'"';
```

And change those three lines:

```
my $attachHeader1 = encode('MIME-Header', 'Content-Type: application/octet-stream;
name="'.$attachment.'"');
my $attachHeader2 = encode('MIME-Header', 'Content-Disposition: attachment;
filename="'.$attachment.'"');
my $attachHeader3 = encode('MIME-Header', 'Content-Location: "'.$attachment.'"');
```

To the following four lines:

```
my $attachment_encoded = encode('MIME-Header', $attachment);
my $attachHeader1 = 'Content-Type: application/octet-stream; name="'.$attachment_encoded.'"';
my $attachHeader2 = 'Content-Disposition: attachment; filename="'.$attachment_encoded.'"';
my $attachHeader3 = 'Content-Location: "'.$attachment_encoded.'"';
```

5) Save the changes and test that emails are now render correctly as HTML in your email client.

6) Check in the schema and upgrade the database.

7) Disable package editing.

Command example:

packageutil enablepackageediting -dbset 2.0 admin "" -disable admin

3. Compass Eclipse Designer database properties does not appear

Troubleshooting

The database "Properties" window of Compass Eclipse Designer does not display the database properties under "Compass Database Admin". The database properties contain general database information about the Compass database.

Symptom

Steps to reproduce:

1. Launch Compass Eclipse Designer.

2. Connect to a schema repository listed under "Compass Schema Repository Explorer".

3. Right-click on schema repository to select "Show Properties" to launch the Properties window.

4. Right-click on schema repository to select "Show" -> "User Databases" to launch the "Compass Database Admin" window.

5. Select any database listed under the "Compass Database admin" window.

Result: The properties window will not show properties of the database selected and will indicate "Properties are not available".
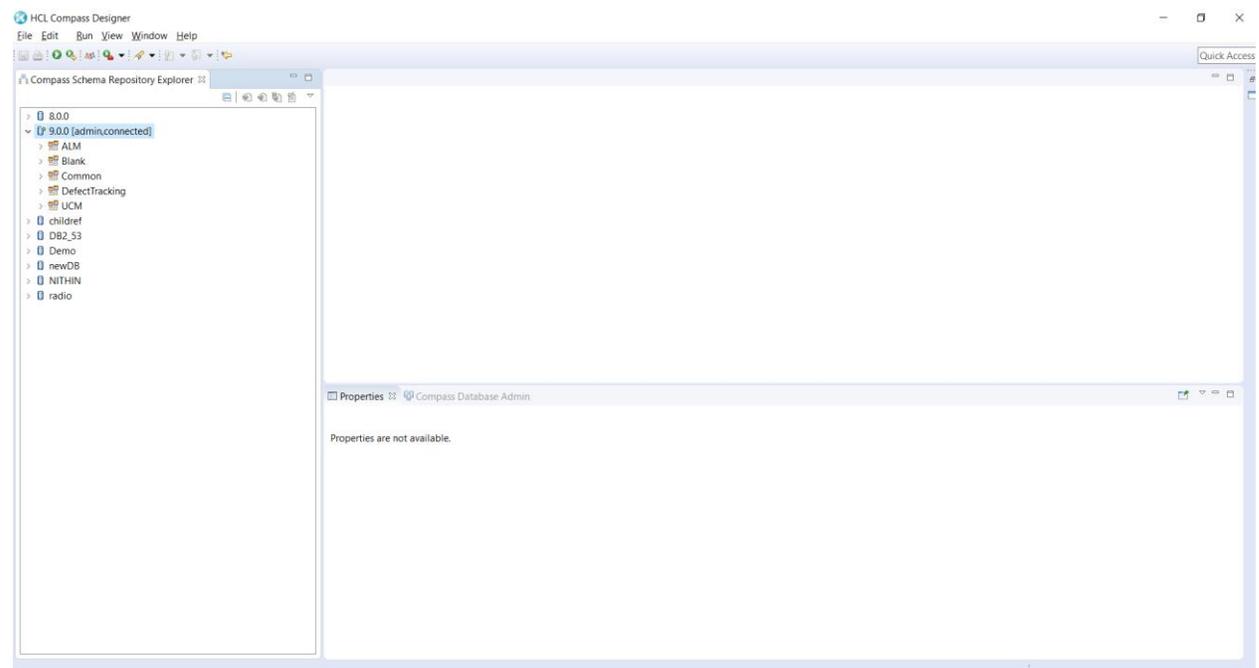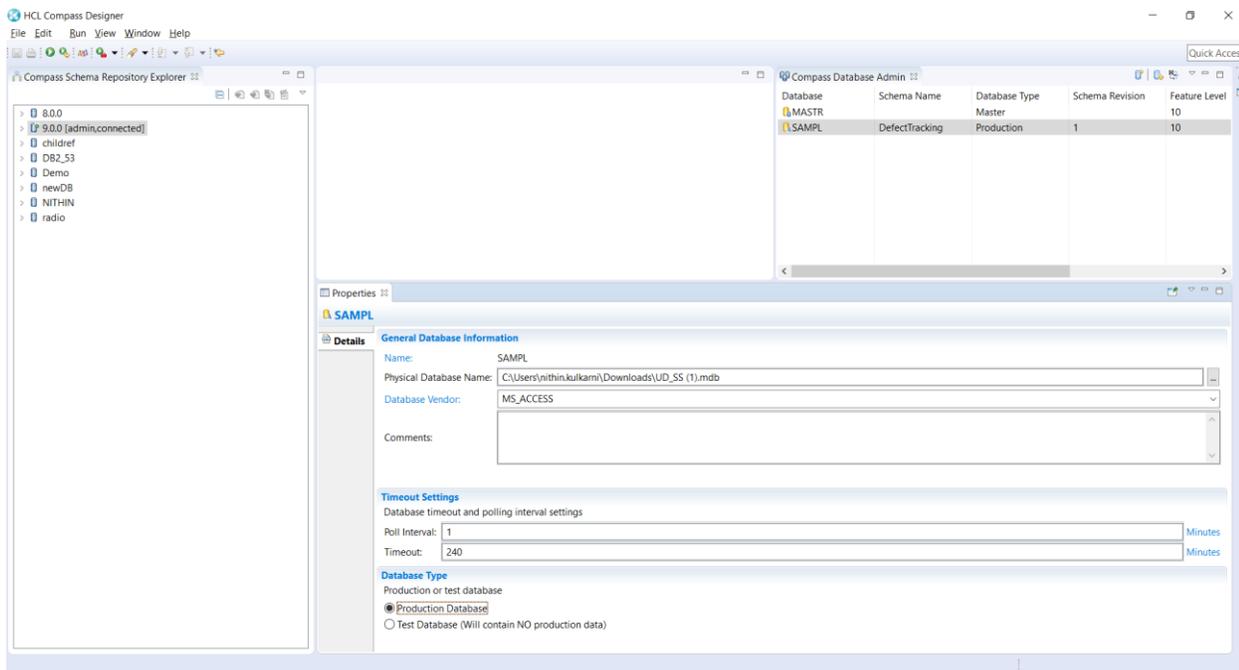

Cause

The problem is identified as a defect in Eclipse Neon version (4.6.3).

Resolving the Problem

Move the window "Compass Database Admin" to a different panel from the "Properties" window. This action resolves the issue, and the Properties window will be populated with the general database information.

4. Setting up HCL Compass 2.0.2 Search will fail if the username account used for search setup has a password

Troubleshooting

This technote provides details on addressing a known defect in HCL Compass 2.0.2 Search setup tool known as "cpsearch".

Cause

When setting up Compass Search using "cpsearch" tool and if the username account has a password, the setup will fail when invoking the "-deploySearch" command. This has been identified as a defect in "cpsearch" tool.

Diagnostic the Problem

1. Install Compass 2.0.2.

2. Follow the instructions to setup Compass Search using "cpsearch" tool.

3. During the execution of the command "-deploySearch", the command will fail with the following error message:

   [Tue Dec 01 17:40:28 EST 2020 Info] Loading Search configuration data file: 'C:\CPSearch\CPHome.Search\SearchDemo_SAMPL\Compass_SearchDemo_SAMPL.xml'

[Tue Dec 01 17:40:28 EST 2020 Error] Could not create password key file
'C:\CPSearch\CPHome.Search\SearchDemo_SAMPL\SearchDemo_SAMPL\key.txt (The system cannot find the path specified)'

[Tue Dec 01 17:40:28 EST 2020 Trace] StackTrace Begin >>>----------

java.io.FileNotFoundException:
C:\CPSearch\CPHome.Search\SearchDemo_SAMPL\SearchDemo_SAMPL\key.txt (The system cannot find the path specified)

      at java.io.FileInputStream.open(FileInputStream.java:195)

      at java.io.FileInputStream.<init>(FileInputStream.java:138)

      at java.io.FileInputStream.<init>(FileInputStream.java:93)

Resolving the Problem

1. Install Compass 2.0.2.

2. Follow the instructions to setup Compass Search using "cpsearch" tool.

3. Before executing the "-deploySearch" command, take the following steps:

    a. Locate your "-searchHome" directory and within this directory, locate a directory with the name referencing your dbSet and userDb like so: "<dbSet_userDb>". For example, if your DB-set name is "SearchDemo" and user-DB is "SAMPL" then there will be a directory called "SearchDemo_SAMPL". The full path should be like so:

        C:\CPSearch\CPHome.Search\SearchDemo_SAMPL

    b. In this directory, create a folder with the same name as the DB-set and user-DB, like so:

        C:\CPSearch\CPHome.Search\SearchDemo_SAMPL\ SearchDemo_SAMPL

        That is, create "SearchDemo_SAMPL" directory under "C:\CPSearch\CPHome.Search\SearchDemo_SAMPL"

4. Execute the "deploySearch" command to finish your Compass Search setup.